

APPENDIX 501B
POLICIES AND PROCEDURES FOR JOB CORPS’
PROGRAM YEAR (PY) 2019
PERFORMANCE MANAGEMENT SYSTEM
OUTREACH AND ADMISSIONS OUTCOME MEASUREMENT SYSTEM

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I. OUTREACH AND ADMISSIONS (OA) REPORT CARD FOR PY 2019

Prior to reviewing this section, please read the Introduction to Appendix 501. The Introduction provides rationale, policies, and procedural changes that apply to all of the Program Year (PY) 2019 Outcome Measurement System (OMS) Report Cards.

A. Overview

The Outreach and Admissions (OA) Report Card is the accountability tool used to measure and account for performance of OA contractors nationwide. The OA Report Card reflects OA contractors' success in achieving specific goals and objectives pertaining to the recruitment of eligible students to reach center capacity, the initial retention of those students in the program, and positive program outcomes.

OA contractors are important to the continuum of service delivery to students since they are the first to encounter prospective Job Corps students. Specifically, they help to lay the foundation for a beneficial and rewarding experience for students. OA contractors must focus their efforts on enrolling eligible youth who are ready for program participation, and effectively preparing them for career pathways.

B. PY 2019 Changes in Appendix 501B

The performance measures included in the PY 2019 OA Report Card are intended to encourage the recruitment of committed students that will be successful in the program and ultimately enter into the workforce. As such, the measures on the OA Report Card are classified as either quantity/production measures (i.e., recruitment of students), or quality/commitment measures (i.e., retention of recruited students that are successful in Job Corps).

For PY 2019, Job Corps has made no changes to the definitions, weights, or goals of any of the remaining measures in the OA Report Card.

Provided below is a chart outlining the PY 2019 OA Report Card.

PY 2019 OA OMS REPORT CARD			
Measure	Definition	Goal	Weight
Quantity/Production (60%)			
Female Arrival Rate	$\frac{\text{No. of female arrivals}}{\text{Total female contracted quota}}$	100%	30%
Total Arrival Rate	$\frac{\text{No. of total arrivals}}{\text{Total contracted quota}}$	100%	30%
Quality/Commitment (40%)			
Non-Level 1 Zero Tolerance (ZT) Separation Rate	$\frac{\text{No. of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days of enrollment or under code 5.2A within the first 45 calendar days of enrollment (first 45 calendar days of arrival to center for VE students)}}{\text{No. of student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival to center for VE students)}}$	98%	5%
Arrivals With 90-Day Commitment Rate	$\frac{\text{No. of students in the pool who stay for 90 or more calendar days}}{\text{No. of student arrivals with the opportunity to stay in the program for at least 90 calendar days}}$	85%	30%
Graduate Rate	$\frac{\text{No. of students who separate as graduates}}{\text{No. of separated students}}$	65%	5%
			100%

C. **Quantity/Production Measures**

These measures are consistent with the need for Job Corps centers to operate at full capacity. OA contracts stipulate the OA contractor's input schedule for eligible arrivals for the length of the contract. These input schedules, or quotas, are determined by the Job Corps National Enrollee Assignment Plan (NEAP) and represent the OA contractors' obligation to ensure the centers they serve reach full capacity.

The goals for the arrival measures are set at 100 percent of OA contractors' contractual goals. Thus, if a Regional Office needs to adjust an OA contractor's input schedule to meet changing regional or center needs, this system provides the flexibility to do so, as the goals will remain at 100 percent of the newly assigned quotas.

1. **Female Arrival Rate:** The Female Arrival Rate is the number of female arrivals compared to the total female arrival quota, as specified by the contract.

Pool: Female arrival contracted quota.

Measure: The percentage of female arrivals achieved.

Goal: 100% of the contracted female quota.

Weight: 30%

Formula:
$$\frac{\text{Number of female arrivals}}{\text{Total female contracted quota}}$$

2. **Total Arrival Rate:** The Total Arrival Rate is the number of total arrivals (both Male and Female) compared to the total arrival quota, as specified by the contract.

Pool: Total (male and female) contracted quota.

Measure: The percentage of total (male and female) arrivals achieved.

Goal: 100% of the contracted quota.

Weight: 30%

Formula:
$$\frac{\text{Number of total arrivals}}{\text{Total contracted quota}}$$

Note: For OA contractors that do not have responsibility for female arrivals, the Total Arrival Rate will be given 60% weight, that is, all of the weight for production.

D. Quality/Commitment Measures

These measures are consistent with the need to obtain students who will remain on center for more than 60 days to acquire some tangible benefit from the program, such as a learning gain, a High School Diploma (HSD) or High School Equivalency (HSE), or a Career Technical Training (CTT) completion. The longer students remain in Job Corps, the more opportunity they have to acquire all of the benefits Job Corps has to offer.

Making a commitment to students in this critical period should inspire students to make a commitment to Job Corps in return. OA contractors are responsible for providing applicants with in-depth information about the program, such as policies, expectations, and center residential life, and for preparing incoming students to make a commitment to both themselves and Job Corps. In addition, these quality/commitment measures reflect the relationship between the enrollment of eligible and committed students, and its impact on students' length of stay at centers, which correlates to quality achievements and placements.

- 1. Non-Level 1 Zero Tolerance (ZT) Separation Rate:** This measure includes all students who were recruited by the OA contractor.

Pool: All students who had the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival to center for virtually enrolled [VE] students).

Measure: The percentage of students in the pool who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c (for an infraction that is categorized as alcohol abuse or alcohol possession, consumption or distribution while on center or under center supervision) within the first 30 calendar days of enrollment or under code 5.2a within the first 45 calendar days of enrollment (45 calendar days after arrival to center for VE students). Level 1 ZT infractions are described in Exhibit 2-1, and in the Introduction to Appendix 501.

Goal: The national goal is 98%.

Weight: 5%

Formula:
$$\frac{\text{Number of student arrivals who do not separate for a Level 1 ZT infraction under codes 5.1a, 5.2b or 5.3c within the first 30 calendar days after enrollment or under code 5.2A within the first 45 calendar days after enrollment (45 calendar days after arrival to center for VE students)}}{\text{All student arrivals with the opportunity to stay in the program for at least 45 calendar days after enrollment (45 calendar days after arrival on center for VE students)}}$$

2. **Arrivals with 90-Day Commitment Rate:** This measure also includes all students who were recruited by the OA contractor.

Pool: All students who had the opportunity to stay in the program for at least 90 calendar days.

Measure: The percentage of students in the pool who stay in the program for 90 or more calendar days.

Goal: The national goal is 85%.

Weight: 30%

Formula:
$$\frac{\text{Number of student arrivals in the pool who stay in the program for 90 or more calendar days}}{\text{Number of student arrivals with the opportunity to stay in the program for at least 90 calendar days}}$$

3. **Graduate Rate:** The Graduate Rate measure serves as an indicator of the OA contractor's success in arriving committed and prepared students who can benefit from the program.

Pool: All separated students.

Measure: The percentage of students in the pool who meet the requirements for graduate status, as defined in Chapter 4, Section 4.1, R1, at the time of separation.

Goal: The national goal is 65%.

Weight: 5%

Formula:
$$\frac{\text{Number of students who separate as graduates}}{\text{Number of separated students}}$$

E. **Performance Goals**

Performance goals serve as the quantitative benchmarks to assess performance. A single performance goal is established for each measure, and performance is measured as a percentage of the goal(s) achieved. Typically, analyses of historical data are conducted to assist in establishing reasonable and attainable goals for the system. All measures use national goals for the OA Report Card.

F. **Weights**

A weight is assigned to each measure to reflect: (1) areas of emphasis in OA contractors'

accountability for achieving positive student outcomes; (2) the importance attached to each measure; and (3) the number of students in the pool for each measure.

For PY 2019, Job Corps has made no changes to the weighting of the OA Report Card from the previous year. As in PY 2018, greater emphasis is placed on the production measures at 60% as compared to the commitment measures at 40%. The two production measures continue to be equally weighted at 30% each to emphasize the importance of recruiting female participants in the program as well as keeping centers full. Under the commitment measures the 90-Day Commitment Rate measure remains at 30% to highlight the importance of arriving students who are committed to the program, while the Graduate Rate measure and the Non-Level 1 ZT Separation Rate remain weighted at 5 percent each.

G. Overall Rating

Weighted performance ratings across each of the weighted measures are aggregated to create an OA contractor overall rating. These ratings are reviewed to assess program effectiveness and play a key role in the procurement process. Overall ratings are also used to determine the program ranges for performance-based service contracting plans.

II. ROLES AND RESPONSIBILITIES

A. National Office

The National Office of Job Corps is responsible for:

- Establishing overall policy for the OA OMS each program year
- Monitoring the Job Corps Data Center's (JCDC's) issuance of the OA Report Card
- Tracking and verifying performance of OA contractors and conducting trend analyses of outcomes and processes
- Communicating with Regional Offices to implement program or policy changes or adjustments
- Providing information, technical assistance, and training to the Regional Offices and Job Corps community as needed
- Establishing an administrative low rating to contractors for lack of credible data.

B. Regional Offices

Regional Offices are responsible for preparing the Requests for Proposals (RFPs) and awarding the contracts, receiving and reviewing data reports, and monitoring OA contractor performance as follows:

1. **RFPs and Contracts:** Regional Offices ensure that proposals, contracts, and plans comply with the OA Report Card system established herein and that all OA contractor RFPs include language that informs the contractor that new arrival

quotas will be established, based on Job Corps data that demonstrate program demand in the assigned recruitment area, and will be issued each contract year through a unilateral modification (regardless of the base-year period or the award of an option year). Regional Offices must issue an amendment to the RFP to modify the award document prior to execution. **Prior** to contract award and **after** the RFP is issued, new arrival quotas are established by the Regional Office based on Job Corps data. **The Regional Office must also ensure that accurate arrival quotas are entered into the Financial Management System (FMS) in a timely manner.** Delays in entering quotas in FMS is a data integrity issue. Quotas not entered for one or more months in a reporting period can lead to over-inflated or missing results for the arrival measures in the OA Report Card, affecting the performance ratings and overall rating for that OA contractor.

2. **Data Reports:** Regional Offices should review and forward electronic National Office data analysis reports to OA contractors and notify both the National Office of Job Corps and JCDC of OA contractor contract changes (locations or service) **prior** to implementing the change. **Regional Offices must also enter monthly OA arrival quotas into FMS in a timely manner** to ensure that data reports contain accurate information that is based on program demand within the assigned recruitment area. They must also maintain and provide annually (or as revised) an updated list of OA contractors, contact addresses, and codes to the National Office of Job Corps.
3. **Monitoring Contractors:** Regional Offices must monitor and assess contractor performance against goals that are based on program demand within the assigned recruitment area, using OA Report Card overall ratings for procurement and contract administration activities. As noted previously, delays in entering monthly quotas in FMS leads to over-inflated or missing performance ratings and overall ratings in the OA Report Card. **It is important to therefore enter quotas in a timely manner to ensure the integrity of the data and Report Card results.**

The Regional Offices should transmit any contractor's explanation of poor performance as part of the Contractor Performance Assessment Reporting System. Regional Directors will evaluate information submitted by the OA contractor, analyze numbers of referrals sent to the contractor through Outreach and Admissions Student Information System (OASIS [online applications and callers to the toll free number (800-733-5627 (JOBS)) who were pre-screened as eligible]), and perform an assessment of the contractor's compliance with Job Corps policy and all other terms and conditions of the contract or agreement. Other factors, such as the Office of Inspector General (OIG) audits and special review findings, should also be taken into account in procurement-related decisions.

C. OA Contractors

All contractors providing OA services, as well as centers providing OA activities, are

responsible for maintaining all documents, case notes, and automated information necessary for audits of activity. It is critical that accurate data are reported and entered into the Outreach and Admissions Student Input System (OASIS). The contractor must ensure that the OA Report Card system is used to provide maximum benefit to Job Corps applicants by immediately notifying JCDC, by e-mail to the JCDC Help Desk (helpdesk@jobcorps.org), of any address, phone, or fax changes (copy the Regional Office).

Further, OA contractors must monitor progress against goals on an ongoing basis and take corrective action or implement program/procedural improvements, as appropriate. Most importantly, OA contractors must submit information regarding extenuating circumstances and/or unique factors, which can temporarily justify poor performance, to the Regional Office. This must include information on the numbers of prospect referrals received through OASIS (online applications and callers to the toll free number (800-733-5627 (JOBS)) who were pre-screened as eligible). OA contractors must share the information in this appendix and implement the Job Corps OA Report Card goals with their respective employees. They must also monitor performance, recommend corrective action as required, submit corrective action plans to Job Corps Regional Offices when appropriate, implement corrective action plans as directed, and make recommendations to the federal officer regarding approaches to better serve applicants, meet program demand, and improve performance.

D. Job Corps Centers

Job Corps centers are responsible for:

- Timely and accurate transmittal of OA information in OASIS and the Center Information System (CIS)
- Ensuring accurate coding of OA Identification codes when completing the OASIS and CIS obligations
- Assisting OA contractors to promote timely arrivals of eligible students. **Job Corps centers must ensure expedient processing of applicant folders to fully support 100 percent on-board strength (OBS)**
- Providing center-specific information to OA contractors and work cooperatively with them to encourage retention once students arrive on center

Note: A general failure to accurately enter data into OASIS or CIS, or otherwise report information to JCDC, not only negatively affects the overall performance rating of individual OA contractors but also reflects negatively on the integrity of Job Corps program reports and outcomes. In addition, since enrollee information is critical to other data reports, any inaccurate OA data negatively impacts other Job Corps program reports and outcomes.

E. Job Corps Data Center (JCDC)

JCDC is responsible for:

- Ensuring that the OA Report Card and other reports are issued in accordance with the target release dates
- Coordinating specifications of the OA Report Card with National Office staff
- Ensuring the data generated in the reports accurately reflect the policy and programming design
- Providing Help Desk services regarding OA contractor data, reporting and oversight of OASIS, recruitment website hosting, online application receipt and routing through OASIS, online application data, and training and services to the regions and OA contractors on the use of OASIS